

Park Street Surgery

Inspection report

Park Street
Bootle
L20 3DF
Tel: 01519223577

Date of inspection visit: 15 November 2022
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out a short notice announced inspection at Park Street Surgery on 15 November 2022.

The full reports for previous inspections can be found by selecting the 'all reports' link for Park Street Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This was a focused inspection following receipt of information of concern having been received by the Care Quality Commission.

We looked at specific information in the following key question:

- Safe

How we carried out the inspection.

This unannounced inspection was carried out on site by a team of two inspectors.

The inspection included

- Conducting staff interviews
- Reviewing patient records to identify issues and clarify actions taken by the provider.

Requesting evidence to be submitted by the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations

We found that:

- There were no backlogs of work and staff kept up to date with managing correspondence.
- Reviews for patients with long term conditions were up to date for the sample of patients we looked at.
- High risk medicines were only prescribed following appropriate checks for the sample of patients whose records we looked at.
- Staffing rotas showed that a regular clinical staff team was in place and this was being increased with the appointment of additional GPs.
- The provider had systems in place for monitoring and governing the service. These were not always clearly detailed to staff.

Whilst we found no breaches of regulations, the provider **should**:

- Review staffing levels across the non-clinical staff team to ensure staff are able to meet their roles and responsibilities.

Overall summary

- Support staff through changes to their roles and responsibilities and ensure they are clear on these. Improve the communication between the leadership team and staff at the practice.
- Share details of the governance systems in place to support the safe running of the practice and share the outcome of the monitoring that is taking place at provider level.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector supported the inspection.

Background to Park Street Surgery

Park Street Surgery is located in Bootle, Merseyside

The practice is run by a partnership of three, one of whom is a GP (male). The team also includes 2 salaried GPs, an advanced nurse practitioner (ANP), a practice nurse, management team, reception and administration staff.

The practice is open 8.30am to 6pm Monday to Friday. Patients can access an extended hours service at another location until 8pm by pre-booked appointment.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they are then directed to contact the local 111 service to triage their symptoms and be forwarded to an out of hours or other service if appropriate.

Park Street Surgery is situated within Merseyside and Cheshire Integrated Care Board (ICB) and provides services to approximately 6,000 patients under the terms of a General Medical Services (GMS) contract.

The provider is registered with CQC to deliver the Activities; Diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is part of a wider network of GP practices.

According to the latest available data, the ethnic make-up of the practice area is 1% Asian, 97% White, 0.4% Black, 0.9% Mixed, and 0.3% Other.